



hp.com

Web Portal User Account Management Guide

Georgia Medicaid Management Information System
Fiscal Agent Services Project

Version 1.0



Web Portal User Account Management Guide

This page intentionally left blank.



Table of Contents

1	Introduction	1
2	Secure Registration and Account Maintenance	3
2.1	Registering a Georgia Medicaid Provider Account for Secure Web Access	3
2.2	Logging into the Secure Web Portal	5
2.3	Password Updates	6
2.4	Updating Account Information	8
2.5	Reports	8
2.5.1	Roles Delegated to Others.....	9
2.5.2	Roles Delegated to You.....	9
3	Billing Agent Setup and Maintenance.....	11
3.1	Creating a Billing Agent Account.....	11
3.2	Providers or Trading Partners Delegating Access to a Billing Agent or Trading Partner Account....	13
3.3	Updating or Removing Provider or Trading Partner Access from a Billing Agent or Trading Partner Account	20
4	Using a Billing Agent or Trading Partner account	27
4.1	Switching Provider Accounts as a Billing Agent or Trading Partner	27
4.2	Billing Agents or Trading Partners Delegating Provider Access to a Billing Agent or Trading Partner Account	29



Web Portal User Account Management Guide

This page intentionally left blank.



1 Introduction

The following document is an instructional guide on how to register a Georgia Medicaid Provider ID with secure Web access, create a Billing Agent account, delegate roles as a registered user, and switch between provider accounts.

Please Note: Regardless of whether a provider intends to bill on the secure Web Portal on their own behalf or have their billing performed by someone else, each Georgia Medicaid ID assigned a PIN must be registered individually. In addition, a single billing agent can be associated to as many provider accounts as necessary. A provider can also delegate access to more than one billing agent account.



Web Portal User Account Management Guide

This page intentionally left blank.



2 Secure Registration and Account Maintenance

The following sections will describe how to register a provider account for secure Web access, maintain their accounts, run account maintenance reports and reset Web accounts.

2.1 Registering a Georgia Medicaid Provider Account for Secure Web Access

Registration is completed through the provider's assigned Personal Identification Number (PIN). This information is sent to the provider's mailing address in the form of a PIN letter. If the PIN letter has not been received, please contact that location to have the letter forwarded to you. The following steps describe how an active Georgia Medicaid provider can register for secure Web access.

Step 1: Access the public Web Portal at: www.mmis.georgia.gov

Step 2: Click the "PIN Activation" link on the public Web Portal Home page. The Create New Account screen displays.

Create New Account

Enter your Provider ID and temporary PIN provided to you in the letter.

Provider ID

PIN

Georgia Medicaid
Account Creation

Step 3: Enter your Georgia Medicaid Provider ID and assigned PIN, which is case sensitive, as noted in the PIN letter and click "Sign In."

Step 4: You will be prompted to agree to the Terms of Service. Please read the terms and click "Yes I agree" to continue. The Create New Account screen displays.



Create New Account

First Name	B
Middle Name	C
Last Name	B
Provider ID	6

Phone Number	<input type="text"/>
Phone Extension	<input type="text"/>

E-Mail Address	<input type="text"/>	*	?
E-Mail Address (verify)	<input type="text"/>	*	

Username	<input type="text"/>	*	?
Password	<input type="password"/>	*	?
Password (verify)	<input type="password"/>	*	

Select a security question from the list below and provide an answer that you will remember.

This question will help the Help Desk verify your identity if you need assistance.

Question	In what city were you born? (Enter full name of city only)	▼
Answer	<input type="text"/>	

* indicates required field.

Step 5: Complete the fields displayed with your contact information and account details. Click "Next." If you need assistance in determining a valid username or password, click the Help icon.

Note: Passwords are case sensitive. Be sure to enter your e-mail address in the event the account is accidentally locked or the password needs to be reset. If multiple accounts are needed, the same e-mail address can be used for each of these accounts as necessary.

Step 6: If the process was successful, a confirmation of your new account will appear as seen below. If there are errors, please follow the instructions on the screen to correct any changes to continue. After your account has been successfully created an e-mail will be sent to you indicating that you can log into the system.



Create New Account

✓ Your account was successfully created.

Congratulations! You have finished the account creation process. You will receive an email shortly explaining how to log on to the system.

2.2 Logging into the Secure Web Portal

The following steps describe how registered users are able to log into the secure Web Portal.

Step 1: Access the public Web Portal at: www.mmis.georgia.gov

Step 2: Click the "Login" button on the public Web Portal Home page.



Step 3: Enter the **Username** and **Password** for the registered account you wish to act as and click "Sign In."

Sign in to the Georgia Medicaid

- Access your applications
- Manage your account
- Change your password

If you are a billing agent register [here](#).

Sign in to Georgia Medicaid		Help
Username	<input type="text"/>	
Password	<input type="password"/>	
<input type="button" value="Sign In"/>		
Georgia Medicaid Forgot your password?		

© Copyright 2007-2010 Hewlett-Packard Development Company, L.P.
All rights reserved.

Step 4: Click the "Georgia Web Portal" link to access the secure Web Portal.



Georgia Medicaid Home

Jane Doe , Welcome to Georgia Medicaid

Applications

Application	Description
Account Management	Manages contact information, password, and authorizations for applications.
Georgia Web Portal	Georgia Web Portal

Messages

There are no new messages.

2.3 Password Updates

The following steps describe how to update a registered user's password.

Step 1: Sign In per the steps noted in section 2.2.

Please Note: If the password has been forgotten or has already expired, click the "Forgot your password?" link on the log in page and enter the e-mail address and user name created during the registration process. If the username has been misplaced, please navigate to the public Web Portal (www.mmis.georgia.gov) and click the Provider Information menu for methods on contacting EDI Services for further assistance.

Sign in to the Georgia Medicaid

- Access your applications
- Manage your account
- Change your password

If you are a billing agent register [here](#).

Sign in to Georgia Medicaid [Help](#)

Username

Password

Georgia Medicaid
[Forgot your password?](#)

© Copyright 2007-2010 Hewlett-Packard Development Company, L.P.
All rights reserved.

Step 2: If the log in was successful, click "Account Management."



Georgia Medicaid Home

Jane Doe, Welcome to Georgia Medicaid

Applications

Application	Description
Account Management	Manages contact information, password, and authorizations for applications.
Georgia Web Portal	Georgia Web Portal

Messages

There are no new messages.

Step 3: Click "Change Password."

Close Application

Account Home	My Information	Change Password	View Agent Roles
Add Agent	Reports		

Account Home

Good afternoon

Please select a button above to view or edit your account.

Step 4: Complete the fields displayed and click "Change Password." Make sure your new password conforms to the format indicated on the screen.

Change Password

Fill out the form below to change your password. Your new password must:

- Have a length of at least 8 characters
- Contain three of the following: special character, number, lowercase letter, uppercase letter.
- Not repeat a previous password for this account

Old Password	<input type="password"/>
New Password	<input type="password"/>
Password (verify)	<input type="password"/>
<input type="button" value="Cancel"/>	<input type="button" value="Change Password"/>



2.4 Updating Account Information

The following steps describe how a registered user can update their account information.

Step 1: Sign In per the steps noted in section 2.2.

Step 2: If the log in was successful, click "Account Management."

Georgia Medicaid Home

Jane Doe, Welcome to Georgia Medicaid

Applications

Application	Description
Account Management	Manages contact information, password, and authorizations for applications.
Georgia Web Portal	Georgia Web Portal

Messages

There are no new messages.

Step 3: Click "My Information."

Close Application

Account Home My Information Change Password View Agent Roles

Add Agent Reports

Account Home

Good afternoon

Please select a button above to view or edit your account.

Step 4: Update the values in the fields displayed and click "Save" to apply your changes. If there are errors, please follow the instructions on the screen to correct any changes to continue.

2.5 Reports

The following steps describe how to run a report as a registered user to identify roles delegated to other users or to your account.

Step 1: Sign In per the steps noted in section 2.2.

Step 2: If the log in was successful, click "Account Management."



Georgia Medicaid Home

Jane Doe , Welcome to Georgia Medicaid

Applications

Application	Description
Account Management	Manages contact information, password, and authorizations for applications.
Georgia Web Portal	Georgia Web Portal

Messages

There are no new messages.

Step 3: Click "Reports."

Close Application

Account Home My Information Change Password View Agent Roles

Add Agent **Reports**

Account Home

Good afternoon

Please select a button above to view or edit your account.

2.5.1 Roles Delegated to Others

(Lists the roles that the user has delegated to other users.)

Step 1: Click the "Roles Delegated by Others" link.

Step 2: A "File Download" dialog will appear prompting you to choose between opening the generated report or saving it to a file.

2.5.2 Roles Delegated to You

(Available for Billing Agents and Agents which lists the roles that have been delegated to you by other users.)

Step 1: Click the "Roles Delegated to You" link.

Step 2: A "File Download" dialog will appear prompting you to choose between opening the generated report or saving it to a file.



Web Portal User Account Management Guide

This page intentionally left blank.



3 Billing Agent Setup and Maintenance

The following sections describe how to setup a billing agent account, as well as how registered rendering provider or payee users are able to delegate, update and delete billing agent access to act on their behalf.

Please Note: Regardless of whether a provider intends to bill on the secure Web Portal on their own behalf or have their billing performed by someone else, such as a billing agent, each Georgia Medicaid ID assigned a PIN must be registered individually.

3.1 Creating a Billing Agent Account

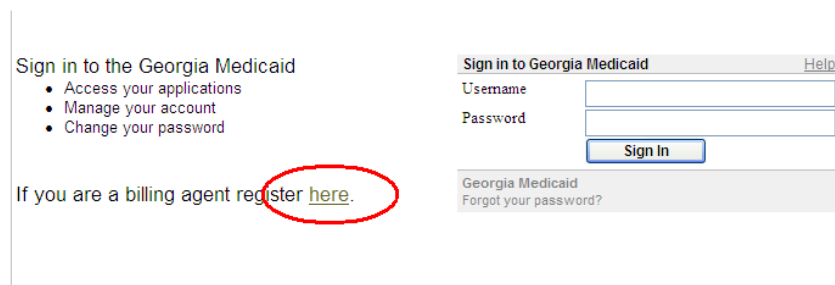
The following steps describe how a user can create a billing agent account.

Step 1: Access the public Web Portal at: www.mmis.georgia.gov

Step 2: Click the “Login” button on the public Web Portal Home page.



Step 3: Click the “here” link to register as a billing agent.



© Copyright 2007-2010 Hewlett-Packard Development Company, L.P.
All rights reserved.

Step 4: You will be prompted to agree to the Terms of Service. Please read the terms and click “Yes I agree” to continue.

Step 5: Complete the fields displayed with your contact information and account details. Click “Next.” If you need assistance in determining a valid username or password, click the Help icon.

Note: Passwords are case sensitive. Be sure to enter your e-mail address in the event the account is accidentally locked or the password needs to be reset. If multiple accounts are needed, the same e-mail address can be used for each of these accounts as necessary.



Register For Account - Billing Agents Only

Please answer the following questions to setup an account.

Fill out the information below. When finished, click Next to create your account.

First Name	<input type="text"/>	*
Middle Name	<input type="text"/>	
Last Name	<input type="text"/>	*

Phone Number	<input type="text"/>
Phone Extension	<input type="text"/>

E-Mail Address	<input type="text"/>	*	?
E-Mail Address (verify)	<input type="text"/>	*	

Username	<input type="text"/>	*	?
Password	<input type="password"/>	*	?
Password (verify)	<input type="password"/>	*	

Select a security question from the list below and provide an answer that you will remember.

This question will help the Help Desk verify your identity if you need assistance.

Question	<input type="text" value="In what city were you born? (Enter full name of city only)"/>	▼
Answer	<input type="text"/>	

* indicates required field.

<input type="button" value="Cancel"/>	<input type="button" value="Previous"/>	<input type="button" value="Next"/>
---------------------------------------	-----------------------------------------	-------------------------------------

Step 6: If the process was successful, a confirmation of your new account will appear as seen below. If there are errors, please follow the instructions on the screen to correct any changes to continue. After your account has been successfully created an e-mail will be sent to you indicating that you can log into the system.



Register For Account - Billing Agents Only

Congratulations! You have finished the account creation process. You will receive an email shortly explaining how to log on to the system.

3.2 Providers or Trading Partners Delegating Access to a Billing Agent or Trading Partner Account

A rendering provider, payee, or trading partner user is able to grant permissions to a billing agent or trading partner account. Doing so will allow the user to access the secure Web Portal on behalf of the assigned provider ID or trading partner ID, such as viewing claims, eligibility, referrals, etc. The following steps describe the process on how a registered provider user can grant permissions to a billing agent or trading partner account. The steps that a trading partner takes to grant access to a billing agent or trading partner account are the same.

Note: A provider or trading partner can delegate access to any number of billing agent or trading partner accounts. Billing agents and trading partners can also be delegated access from any number of provider or trading partner accounts.

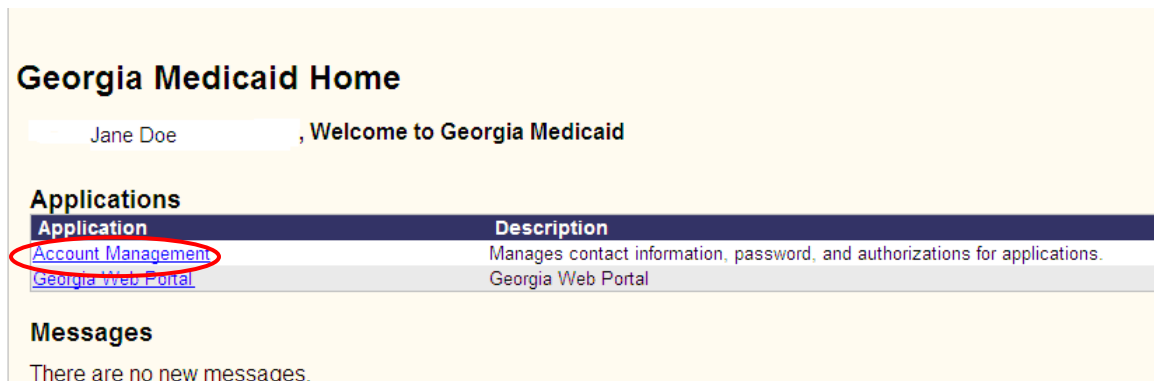
Step 1: Access the public Web Portal at: www.mmis.georgia.gov

Step 2: Click the "Login" button on the public Web Portal Home page.



Step 3: Enter the **Username** and **Password** of the registered provider account that you wish to delegate billing agent access to. Click "Sign In."

Step 4: After a successful log in, click "Account Management."





Step 5: Click "Add Agent."

Close Application

Account Home Add Agent My Information Reports Change Password View Agent Roles

Account Home

Good morning

Please select a button above to view or edit your account.

Step 6: Enter the e-mail address registered to the billing agent and click "Search."

Use this screen to add access to an agent for your applications.

Enter an email address of the agent you are adding access to your applications and click search.

Search

Please note: If a match was not found, the following screen appears. Please confirm the e-mail agent associated to the billing agent's account. If a billing agent account has not been created, please refer to section 3.1 or complete the fields provided to create a new billing agent account and click "Add & Manage Agent" to continue.



Use this screen to add access to an agent for your applications.

Enter an email address of the agent you are adding access to your applications and click search.

aw@HPM.COM

An agent email address you specified was not found in the system. Please try again with different search criteria.

Fill out the fields below with the agent's information to create a new agent account in the system.

Email Address

Email Address (verify)

First Name

Last Name

Username

Phone

Step 7: Click "Select" for the Billing Agent account you wish to delegate provider access to. If more than one appears, confirm with the user which account they prefer to use.

Use this screen to add access to an agent for your applications.

Enter an email address of the agent you are adding access to your applications and click search.

aw@hp.com

Select the agent below. If the intended agent is not listed below, enter different search criteria and click search again.

<u>Username</u>	<u>Last Name</u>	<u>First Name</u>	<u>Email</u>	<u>Phone</u>
bagent1	Agent	Billing	aw@hp.com	<input type="button" value="Select"/>
uatpoa1	Partner	Trading	aw@hp.com	<input type="button" value="Select"/>

If you are sure the agent does not exist in the system, you can add a new agent.



Step 8: You will be prompted to agree to the Terms of Service. Please read the terms and click “Yes I agree” to continue.

Step 9: Click “Select” for the Web Portal system.

Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

[Agent Details](#)

Name	Billing Agent	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			
Remove All Roles			

1 Select the system to modify access

System

[Select](#) Account Management

[Select](#) Web Portal

2 Modify the permissions for selected system

Roles

Step 10: The permissions granted to your provider or trading partner account are displayed in step 2. Check the boxes that you wish the Billing Agent or trading partner account to have access to when acting as your provider account. Click “Save Changes.”



Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

[Agent Details](#)

Name	Billing Agent	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			
Remove All Roles			

1 Select the system to modify access

[System](#)

Select	Account Management	?
Select	Web Portal	?

2 Modify the permissions for GAPortal

[Roles](#)

<input checked="" type="checkbox"/>	Claims Edit	?
<input checked="" type="checkbox"/>	Eligibility	?
<input checked="" type="checkbox"/>	Health Check Update	?
<input checked="" type="checkbox"/>	Presumptive Activations	?
<input checked="" type="checkbox"/>	Prior Authorization Update	?
<input checked="" type="checkbox"/>	Provider Rendering	?
<input checked="" type="checkbox"/>	Referral Update	?
<input checked="" type="checkbox"/>	Reports Financial	?
<input checked="" type="checkbox"/>	Reports HSR	?
<input checked="" type="checkbox"/>	Reports Letters	?
<input checked="" type="checkbox"/>	Reports Other	?
<input checked="" type="checkbox"/>	Trade Files Download	?
<input checked="" type="checkbox"/>	Training	?

[Save Changes](#)

Step 11: A successful save response is displayed. Please continue to step 12 if you wish to allow the billing agent or trading partner the ability to grant permissions to other billing agent accounts on behalf of your provider account. This is useful for having someone else in the office manage everyone's access to the provider or trading partner account.



Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

- ✓ Successful adding role of 'Claims Edit' for system 'GAPortal'
- Successful adding role of 'Eligibility' for system 'GAPortal'
- Successful adding role of 'Health Check Update' for system 'GAPortal'
- Successful adding role of 'Prior Authorization Update' for system 'GAPortal'
- Successful adding role of 'Provider Rendering' for system 'GAPortal'
- Successful adding role of 'Referral Update' for system 'GAPortal'
- Successful adding role of 'Reports Letters All' for system 'GAPortal'
- Successful adding role of 'Reports Letters No Fin' for system 'GAPortal'
- Successful adding role of 'Trade Files Download' for system 'GAPortal'
- Successful adding role of 'Training' for system 'GAPortal'

Agent Details

Name	Billing Agent	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			
<button>Remove All Roles</button>			

1 Select the system to modify access

System	
Select	Account Management
Select	Web Portal

2 Modify the permissions for GAPortal

Roles	
<input checked="" type="checkbox"/>	Claims Edit
<input checked="" type="checkbox"/>	Eligibility

Note: At this point, the billing agent or trading partner can immediately log in and act on behalf of your provider or trading partner account.

Step 12: If you wish to allow the billing agent the ability to grant permissions to other billing agent accounts on behalf of your provider account, click "Select" for the Account Management system. This is useful for having someone else in the office manage everyone's access to the provider or trading partner account.

Note: Registered provider Web accounts and trading partner accounts are the only users who may grant a billing agent or trading partner super agent access. Therefore, only the billing agent or trading partner accounts granted this permission by the provider Web account or trading partner account can assist with assigning/removing permissions for other billing agents or trading partners.



Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

Agent Details

Name	Billing Agent	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			

Remove All Roles

1 Select the system to modify access

System

Select

Account Management

Select

Web Portal

2 Modify the permissions for selected system

Roles

Step 13: Check the Super Agent role. Click "Save Changes." A successful save response is displayed.

Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

Agent Details

Name	Billing Agent	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			

Remove All Roles

1 Select the system to modify access

System

Select

Account Management

Select

Web Portal

2 Modify the permissions for Account Management

Roles

☒ Super Agent

Save Changes



Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

Successful adding role of 'Super Agent' for system 'Account Management'

Agent Details

Name	Billing Agent	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			

Remove All Roles

1 Select the system to modify access

System

Select	Account Management	?
Select	Web Portal	?

2 Modify the permissions for Account Management

Roles

☒ Super Agent

Save Changes

3.3 Updating or Removing Provider or Trading Partner Access from a Billing Agent or Trading Partner Account

Providers and trading partners and the billing agents or trading partners who have Super Agent authority over their accounts as described in Step 12 above can manage the access that other billing agents and trading partners have to the account. The following steps describe how such access can be updated and/or removed.

Step 1: Access the public Web Portal at: www.mmis.georgia.gov

Step 2: Click the "Login" button on the public Web Portal Home page.



Step 3: Enter the **Username** and **Password** of the provider account that you wish to update or remove billing agent access from. Click "Sign In."

Step 4: After a successful log in, click "Account Management."



Georgia Medicaid Home

Jane Doe, Welcome to Georgia Medicaid

Applications

Application	Description
Account Management	Manages contact information, password, and authorizations for applications.
Georgia Web Portal	Georgia Web Portal

Messages

There are no new messages.

Step 5: Click "View Agent Roles."

Close Application

Account HomeMy InformationChange PasswordView Agent RolesAdd AgentReports

Account Home

Good afternoon

Please select a button above to view or edit your account.

Password Last Modified: 5/7/2010 9:12:01 AM
Your password will expire in 54 days.

Step 6: Click "Manage" against the Billing Agent or Trading Partner account you wish to modify permissions for.

Note: For steps on **updating** a billing agent's or trading partner's access to the provider or trading partner account, please review steps 7 - 9. For steps on **removing** a billing agent's or trading partner's access from the provider or trading partner account, please review steps 10 - 11.

View Agent Roles

Use this screen to manage the roles for your agents.

To edit the user's permissions, select the user by browsing below.

Logon	Last Name	First name	Email	Phone	
bagent1	Agent	Billing	aw@hp.com		Manage
uatpoa1	W	Anna	aw@hp.com		Manage



Step 7: Click "Select" for the Web Portal system.

Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

Agent Details

Name	Anna W	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			

Remove All Roles

1 Select the system to modify access

System	
Select Account Management	
Select Web Portal	

2 Modify the permissions for selected system

Roles

Step 8: The current permissions granted to the billing agent by the provider are displayed. Check the appropriate box to remove or add access.

Note: A check mark indicates the billing agent or trading partner will have access to that menu item on behalf of the provider ID or trading partner ID. Menu items without a check mark indicate the billing agent will not have access to that menu on behalf of the provider ID.



Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

[Agent Details](#)

Name	Billing Agent	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			

Remove All Roles

1

Select the system to modify access

[System](#)

Select	Account Management	?
Select	Web Portal	?

2

Modify the permissions for GAPortal

[Roles](#)

<input checked="" type="checkbox"/>	Claims Edit	?
<input checked="" type="checkbox"/>	Eligibility	?
<input checked="" type="checkbox"/>	Health Check Update	?
<input checked="" type="checkbox"/>	Presumptive Activations	?
<input checked="" type="checkbox"/>	Prior Authorization Update	?
<input checked="" type="checkbox"/>	Provider Rendering	?
<input checked="" type="checkbox"/>	Referral Update	?
<input checked="" type="checkbox"/>	Reports Financial	?
<input checked="" type="checkbox"/>	Reports HSR	?
<input checked="" type="checkbox"/>	Reports Letters	?
<input checked="" type="checkbox"/>	Reports Other	?
<input checked="" type="checkbox"/>	Trade Files Download	?
<input checked="" type="checkbox"/>	Training	?

Save Changes

Step 9: Click "Save Changes" to apply the update. A successful save response is displayed.



Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

[Agent Details](#)

Name	Billing Agent	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			

Remove All Roles

1

Select the system to modify access

System

Select

Account Management

Select

Web Portal

2

Modify the permissions for GAPortal

Roles

☐

Claims Edit

☒

Eligibility

☒

Health Check Update

☒

Presumptive Activations

☐

Prior Authorization Update

☒

Provider Rendering

☐

Referral Update

☒

Reports Financial

☒

Reports HSR

☒

Reports Letters

☒

Reports Other

☐

Trade Files Download

☒

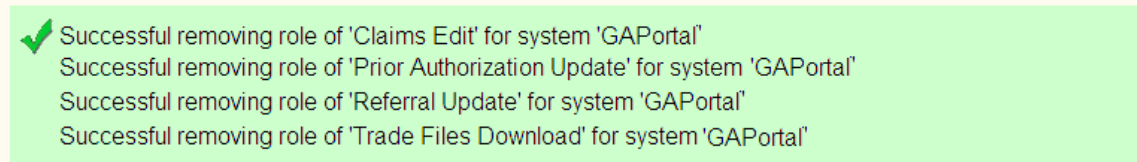
Training

Save Changes



Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.



✓ Successful removing role of 'Claims Edit' for system 'GAPortal'
Successful removing role of 'Prior Authorization Update' for system 'GAPortal'
Successful removing role of 'Referral Update' for system 'GAPortal'
Successful removing role of 'Trade Files Download' for system 'GAPortal'

[Agent Details](#)

Name	Anna W	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			

[Remove All Roles](#)

1 Select the system to modify access

System

[Select](#) Account Management

[Select](#) Web Portal

2 Modify the permissions for GAPortal

Roles

☐ Claims Edit

☒ Eligibility

☒ Health Check Update

Step 10: In continuation from step 6, click “Remove All Roles” to remove all of the billing agent’s or trading partner’s access to the provider or trading partner account.

Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

[Agent Details](#)

Name	Anna W	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			

[Remove All Roles](#)

1 Select the system to modify access

System

[Select](#) Account Management

[Select](#) Web Portal

2 Modify the permissions for selected system

Roles

Step 10: Click ‘Yes’ on the confirmation screen. A successful save response is displayed.



Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

[Agent Details](#)

Name	Anna W	Account Status	Active
Email Address	aw@hp.com		
Address			

Remove all roles?

Are you sure you want to remove all of Anna W's roles?

Roles for selected system

Hewlett-Packard Development Company, L.P.
All rights reserved

Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

Successful removing all roles.

[Agent Details](#)

Name	Anna W	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			

1 Select the system to modify access

2 Modify the permissions for selected system

[System](#)

Select	Account Management	
Select	Web Portal	

[Roles](#)



4 Using a Billing Agent or Trading Partner account

The following sections describe how to navigate on the secure Web Portal as a billing agent or trading partner user, switch between providers or trading partner accounts, and delegate access to other billings agents or trading partners as a super agent.

4.1 Switching Provider Accounts as a Billing Agent or Trading Partner

A billing agent or trading partner user is able to switch between multiple assigned provider or trading partner accounts without the need to log off and log back in the secure Web Portal as a different user. Upon switching to an attached provider or trading partner account, the second menu level will be updated based on the permissions granted by the provider or trading partner account to the billing agent or trading partner. The following steps describe this process for a billing agent or trading partner user.

Step 1: Access the public Web Portal at: www.mmis.georgia.gov

Step 2: Click the “Login” button on the public Web Portal Home page.



Step 3: Enter the **Username** and **Password** for the registered billing agent or trading partner account and click “Sign In.”

A screenshot of the Georgia Medicaid login page. On the left, there is a section titled 'Sign in to the Georgia Medicaid' with a bulleted list: 'Access your applications', 'Manage your account', and 'Change your password'. Below this is a link: 'If you are a billing agent register here.' On the right, there is a login form with the title 'Sign in to Georgia Medicaid' and a 'Help' link. The form has two input fields: 'Username' and 'Password'. Below these fields is a 'Sign In' button. At the bottom of the form, there is a link 'Forgot your password?'.

© Copyright 2007-2010 Hewlett-Packard Development Company, L.P.
All rights reserved.

Step 4: Click the “Georgia Web Portal” link to access the secure Web Portal.

Please Note: Billing agents or trading partners logging in for the first time will be required to accept the terms of service agreement. Please read and click “Yes I agree” to continue. In addition, the only



menu item initially available will be Account Management until a provider or trading partner account has granted access to the billing agent account.

Georgia Medicaid Home

Jane Doe, Welcome to Georgia Medicaid

Applications

Application	Description
Account Management	Manages contact information, password, and authorizations for applications.
Georgia Web Portal	Georgia Web Portal

Messages

There are no new messages.

Step 5: The Switch User page appears. Click on the row from the appropriate panel to switch to the ID to use while navigating on the secure Web Portal. Users may switch between authorized provider or trading partner accounts.

Switch Provider

Current Provider

(2 rows returned)

National Provider ID	Medicaid Provider ID	Provider Type	Name	Address	City	State	Zip	Zip + 4
124	000	Physicians/Osteopaths	T		TRENTON	GA	30752	2012
141	027	Physicians/Osteopaths	B		MEMPHIS	TN	38105	3678

Select row above to switch to the desired provider.

Switch Trading Partner

Current Trading Partner

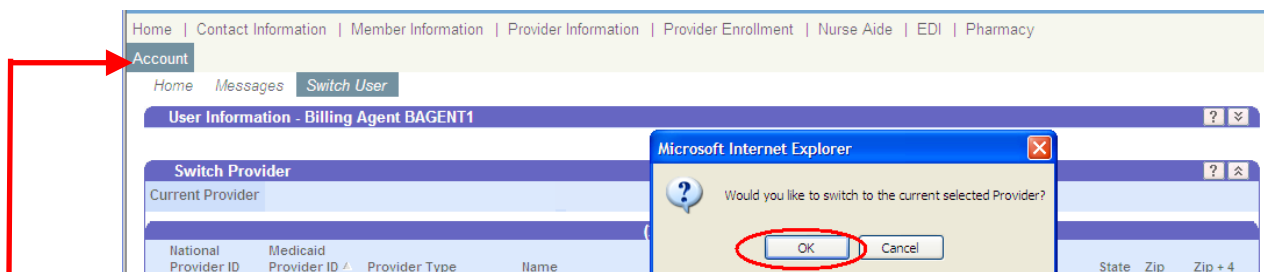
(2 rows returned)

Trading Partner ID	Name	Address	City	State	Zip
124	P		TRENTON	GA	30752
141	P		MEMPHIS	TN	38105

Select row above to switch to the desired trading partner.

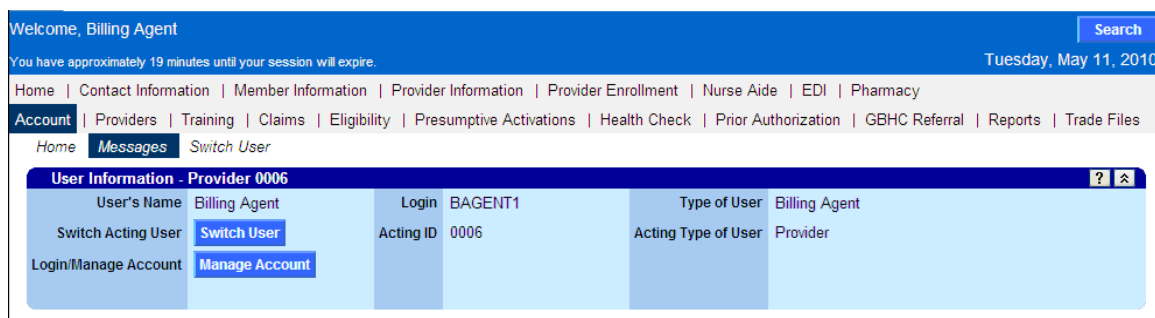


Step 6: Click 'OK' to confirm the selection.



Note: The second menu row will be updated based on the permissions granted to the billing agent by the provider.

As seen below, after the selection is confirmed the user's menu is updated and the User Information panel displays the provider account the user is acting as. To select a different provider account, simply navigate to Account >> Switch User and repeat steps 5 and 6.



4.2 Billing Agents or Trading Partners Delegating Provider Access to a Billing Agent or Trading Partner Account

A billing agent or trading partner is able to grant permissions to other billing agent accounts on behalf of the provider or trading partner accounts they are assigned to. However, for the following steps to occur, a provider user must have granted the billing agent account "Super Agent" access, as described in steps 12-13 in Providers delegating provider access to a Billing Agent account. The following steps describe how a billing agent (granted super agent rights) is able to grant permissions to another billing agent account on behalf of a provider. The steps are the same for trading partners (granted super agent rights) to grant permissions to another billing agent or trading partner account on behalf of the provider or trading partner.

Note: Registered provider Web accounts and trading partner accounts are the only users who may grant a billing agent or trading partner super agent access. Therefore, only the billing agent accounts granted this permission by the provider Web account or trading partner account can assist with assigning/removing permissions for other billing agents or trading partners.

Step 1: Access the public Web Portal at: www.mmis.georgia.gov

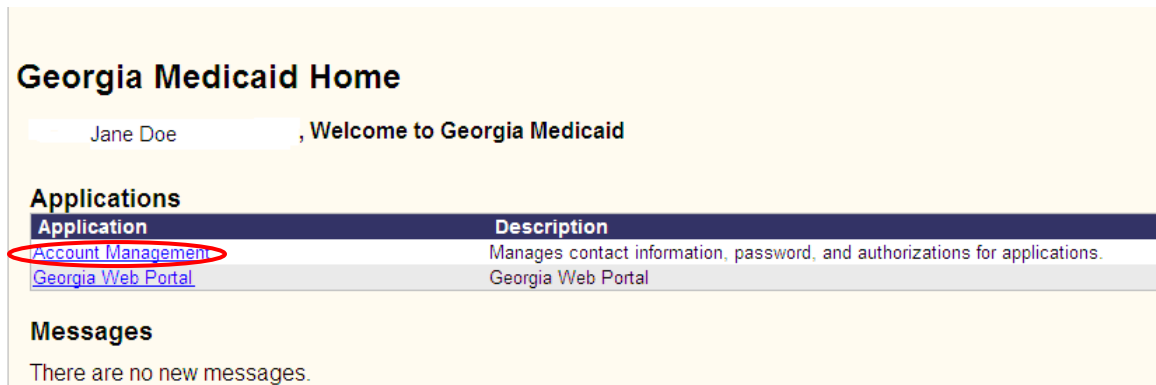


Step 2: Click the “Login” button on the public Web Portal Home page.

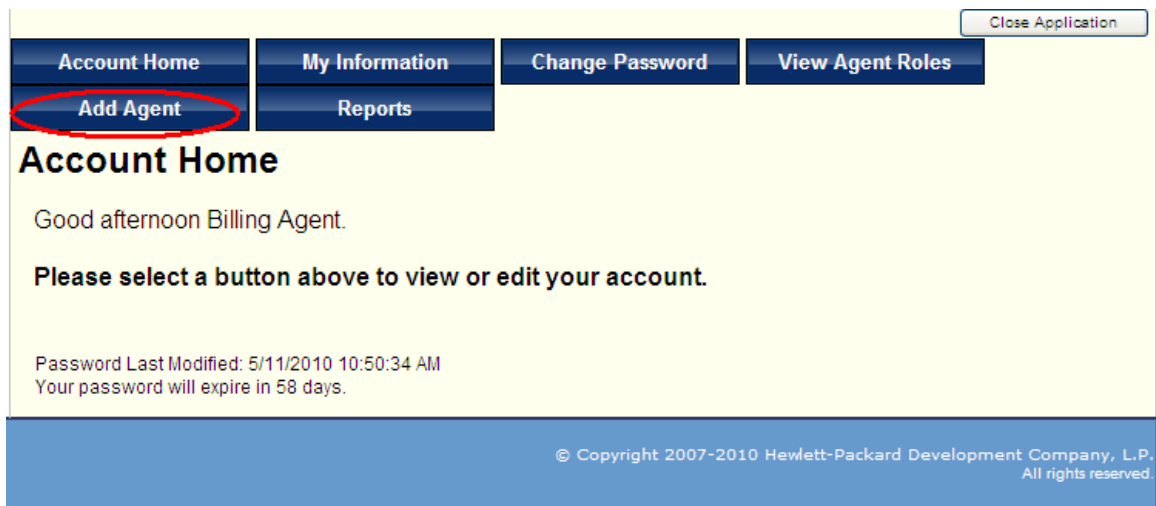


Step 3: Enter the **Username** and **Password** for the registered billing agent account who has Super Agent authority and click “Sign In.”

Step 4: After a successful log in, click “Account Management.”



Step 5: Click “Add Agent.”



Step 6: Enter the e-mail address registered to the billing agent and click “Search.”



Use this screen to add access to an agent for your applications.

Enter an email address of the agent you are adding access to your applications and click search.

Please note: If a match was not found, the following screen appears. Please confirm the e-mail agent associated to the billing agent's account. If a billing agent account has not been created, please refer to section 3.1 or complete the fields provided to create a new billing agent account and click "Add & Manage Agent" to continue.

Use this screen to add access to an agent for your applications.

Enter an email address of the agent you are adding access to your applications and click search.

An agent email address you specified was not found in the system. Please try again with different search criteria.

Fill out the fields below with the agent's information to create a new agent account in the system.

Email Address	<input type="text"/>	*	?
Email Address (verify)	<input type="text"/>	*	
First Name	<input type="text"/>	*	
Last Name	<input type="text"/>	*	
Username	<input type="text"/>		?
Phone	<input type="text"/>		?
<input type="button" value="Add & Manage Agent"/>			

Step 7: Click "Select" for the Billing Agent account you wish to delegate provider access to. If more than one appears, confirm with the user which account they prefer to use.



Use this screen to add access to an agent for your applications.

Enter an email address of the agent you are adding access to your applications and click search.

Select the agent below. If the intended agent is not listed below, enter different search criteria and click search again.

Username	Last Name	First Name	Email	Phone	
bagent1	Agent	Billing	aw@hp.com		<input type="button" value="Select"/>
uatpoa1	Partner	Trading	aw@hp.com		<input type="button" value="Select"/>

If you are sure the agent does not exist in the system, you can add a new agent.

Step 8: You will be prompted to agree to the Terms of Service. Please read the terms and click "Yes I agree" to continue.

Step 9: Enter the provider ID that you wish to assign billing agent access to. Click "Search."

Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

Agent Details

Name

Anna W

Account Status

Active

Email Address

aw@hp.com

Address

Telephone

Remove All Roles

1

Select Provider or Billing Agent

Search Provider

2

Select the system to modify access

System

3

Modify the permissions for selected system

Roles

Step 10: Click "Select" for the provider account that you wish to designate permissions on behalf of.



Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

[Agent Details](#)

Name	Anna W	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			
<button>Remove All Roles</button>			

1 Select Provider or Billing Agent

Search Provider

Logon	Name	
bagent1	**Agent, Billing (bagent1)**	<input type="button" value="Select"/>
uatdemo1	Gregory (uatdemo1)	<input type="button" value="Select"/>

2 Select the system to modify access

System

3 Modify the permissions for selected system

Roles

Step 11: Click "Select" for the Web Portal_system.



Manage Agent Roles

This page allows you to add and remove roles from the agent. Begin by selecting the system in which you want to view or modify the Agent's access.

[Agent Details](#)

Name	Anna W	Account Status	Active
Email Address	aw@hp.com		
Address			
Telephone			

[Remove All Roles](#)

1 Select Provider or Billing Agent

[Search Provider](#)

0006 [Search](#)

Logon	Name	
bagent1	**Agent, Billing (bagent1)**	Select
uatdemo1	Gregory (uatdemo1)	Select

2 Select the system to modify access

[System](#)

[Select](#) Account Management [Add](#)

[Select](#) Web Portal [Add](#)

3 Modify the permissions for selected system

[Roles](#)

Step 12: The permissions available are displayed in step 3. Check the boxes that you wish the Billing Agent account to have access to when acting as the designated provider account. Click "Save Changes." A successful save response is displayed.



1 Select Provider or Billing Agent

Search Provider

0006

Search

Logon	Name	
bagent1	**Agent, Billing (bagent1)**	Select
uatdemo1	Gregory (uatdemo1)	Select

2 Select the system to modify access

System

Select Account Management

Select Web Portal

3 Modify the permissions for GAPortal

Roles

☒ Claims Edit

☒ Eligibility

☐ Health Check Update

☐ Presumptive Activations

☐ Prior Authorization Update

☐ Provider Rendering

☐ Referral Update

☐ Reports Financial

☐ Reports HSR

☐ Reports Letters

☐ Reports Other

☐ Trade Files Download

☐ Training

Save Changes

✓ Successful adding role of 'Claims Edit' for system 'GAPortal'

Successful adding role of 'Eligibility' for system 'GAPortal'

Agent Details

Name

Anna W

Account Status

Active

Email Address

aw@hp.com

Address

Telephone

Remove All Roles

1 Select Provider or Billing Agent

Search Provider

0006

Search

Logon	Name
-------	------



This page intentionally left blank.